

**Kalamazoo Public Library
OFFICIAL MINUTES OF THE BOARD OF TRUSTEES
REGULAR SESSION**

DATE: April 25, 2011
TIME: 4:00 p.m.
LOCATION: Oshtemo Branch Library
Meeting Room
7265 West Main Street
Kalamazoo, MI 49009

PRELIMINARY BUSINESS

Roll Call: All Trustees were present: Cynthia Addison, Fenner Brown (arrived at 4:15 pm), Robert Brown, Lisa Godfrey, Cheryl TenBrink, James Vander Roest and Valerie Wright.

Call to order: President Godfrey called the meeting to order at 4:00 p.m.

Agenda Approval: The agenda was accepted as presented.

I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS

There were no recognitions, resolutions or communications.

II. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the board.

III. CONSENT CALENDAR

A. Minutes of the Board Meeting of March 28, 2011

B. Personnel Items

There were no personnel items.

Disposition: The board accepted the Minutes of the Meeting of March 28, 2011; no additions or corrections.

IV. FINANCIAL REPORTS

A. Financial Reports for the Period Ending March 31, 2011

Recommendation: A. Rohrbaugh recommended the board accept the Financial Reports for the month of March, 2011 as presented.

Executive
Summary:

The director noted a revised budget will be brought to the board in May. One item to be addressed is the need to again increase the budget for tax charge backs. We just received a bill for the Dana Corporation in the amount of \$13,000 and more bills are likely before the end of the budget year in June. The Irving S. Gilmore Foundation has granted us \$80,000 for ONEplace. One of our objectives this year is to secure sustainable funding for ONEplace – this is a big help. The annual Friends gift is reflected in the reports. This year the annual gift is a little over \$52,000. In addition two library employees each received \$1000 grants from the Friends toward library school expenses.

Discussion: J. Vander Roest commented the bond for renovations to library facilities is steadily going down and will be paid off in a few years. He asked the director what funding might be

expected from state aid next year. A. Rohrbaugh indicated we would receive eleven cents per capita in 2011/12.

V. Wright asked if we have any more information about the tax tribunals regarding property taxes/what the magnitude and timing of future tax bills to KPL. D. Schiller responded she has talked to the treasurers in our district and pulled the dockets at the Michigan Tax Tribunal website. There is no solid information about how many protests might involve KPL or how many dollars might be involved for us, but there are appointments scheduled through 2012 for those who want to protest their taxes. A. Rohrbaugh added there are some protests underway for downtown properties for which there may be negotiated settlements.

MOTION: C. ADDISON MOVED AND V. WRIGHT SUPPORTED THE MOTION TO ACCEPT THE FINANCIAL REPORTS FOR THE MONTH OF MARCH 2011.



Motion carried 7-0.

V. RECOMMENDATIONS AND REPORTS

ACTION ITEMS

A. CIP Expenditure: Oshtemo Sidewalk Repair

Recommendation: Director Rohrbaugh recommended approval of the allocation of \$20,000 from the Capital Improvement Project (CIP) budget building reserve fund for repair of the concrete entryway at Oshtemo Branch.

Executive
Summary:

As previously reported, the ongoing problem with the Oshtemo Branch sidewalk shifting has gotten significantly worse over the winter. In past years, some sections of the sidewalk have shifted and settled, but we have been able to correct it with minor repairs, but it has gotten progressively worse. Some of the area is now blocked off and some is covered with a carpet until we have better weather and can make the necessary repairs.

The underlying problem is the clay soil. The concrete will need to be removed and the clay soil replaced with a gravel bed, then new concrete poured. The work is further complicated because electrical service and lighting is located along the sidewalk entrance.

The estimate for this work is \$14,400 for concrete and \$3,000 - \$6,000 for the electrical work, depending upon whether the lighting fixtures can be reused after removal or if new ones are necessary.

This recommendation was reviewed and is supported by the Finance and Budget Committee. Upon board approval, we will finalize plans with the hope this project can be done in May.

MOTION: R. BROWN MOVED AND C. ADDISON SUPPORTED THE MOTION TO AUTHORIZE UP TO \$20,000 FOR REPAIRS TO THE CONCRETE ENTRYWAY AT OSHTEMO AS RECOMMENDED.



Motion carried 7-0.

REPORTS:

B. Foresight Capital Management Advisors

Presentation: Laurie Stegenga, CPA, PFS, CFP, AIF, represented Foresight Capital Management Advisors, the firm chosen by the board as the investment firm to which KPL will provide direct deposit for staff members. She reviewed the Foresight fee structure, staff participation

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rate, investment philosophy and how funds have done to date. She reported the library group has been a great success, recently rolling over a million dollars in invested funds. 90% of those employees eligible to invest are participating.

Disposition: Trustees were pleased to hear the positive progress and thanked L. Stegenga for her report.

C. Third Quarter Statistics for Strategic Priorities

Presentation: Director Rohrbaugh provided a third quarter report on progress toward meeting the goals established to support the five priorities identified during our five strategic priorities. The form was initially shared with the board in January at the end of the second quarter.

Our first surveys were conducted during the third quarter and data was included on the statistical report for the following objectives:

- 4.3/4.6 Teen Space/Service
- 5.4/5.5 Read/Listen to/View (Adults)
- 5.6 Holds
- 6.2 Computer Use
- 7.3 ONEplace Service

In addition, a summary of each survey, including responses with corresponding graphs for each question and representative comments, as well as a summary of the qualitative questions answered, are also attached.

We had hoped to conduct four other surveys this past quarter but were not able to do so. Those surveys relate to objectives 2.1, 4.5, 5.7, and 8.3; we expect to do them in the fourth quarter. A summary of the questions to be answered by those surveys was also provided to trustees.

Although there are certainly things that will need refining, but we didn't see anything distressing in the survey results to make us think we are on the wrong track.

As expected, surveying is a big undertaking. The original intention was to conduct all surveys each quarter; that now seems too often. We want to be careful not to "over survey" so that patrons do not become tired of being asked repeatedly for their input. After the end of this fiscal year, our first year of reporting data in this format, the Management Team will reexamine the process, including specific targets and survey frequency. It is likely we will want to make some changes for next year that include much less frequent surveying.

The data and survey results will be shared with the staff at the April staff meeting, and discussed further in departmental staff meetings.

Discussion: V. Wright wondered if people are finding the reports helpful to focus on priorities, especially given the aggressiveness of some of the targets. A. Rohrbaugh said we do feel it is helpful although in some cases the targets are too aggressive or too low.

In response to a question from L. Godfrey, A. Rohrbaugh explained that with this third quarter, we feel we are on track if we have achieved 75% of the target – that would trigger a "yes" on the form.

J. Vander Roest observed some of the "nos" are very close to 75%. He also pointed out there were recurring comments on the surveys about the noise level in the library. The director indicated she would be talking about that point with the management team.

There was also some discussion about the value of surveys given their subjective nature and many possible variables inherent in the process. A. Rohrbaugh agreed survey results are

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interesting and helpful but should not cause overreaction. M. Fritz, Marketing and Communications, discussed a number of causes for the possibility of skewed results and the value of the comments provided along with ratings. As we progress we should be able to evaluate the instruments and improve them for more helpful responses.

Disposition: Trustees received the information.

D. Friends of the Library

Presentation: **Dave Sheldon**, President of the Friends of KPL, introduced the other Friends in attendance, Janice Snell, the official Friends liaison to the Board, and Dr. Richard Joyce, President Elect of the Friends and provided the following report on last year's activities.

Income: Total sales for the Friends' fiscal year that ended March 31 were \$99,387, up 11% from the previous year. Total income and gross profit was \$112,241, up over 10% from last year. The recent sale of the bookmobile collection netted over \$1900. They also received two donations of substantial collections: 100 boxes of books from the estate of F. William Button, and over 200 books dealing with trains. In addition they implemented a strategy of online sales for books that do not have a local market and netted almost \$7500 in their first year of this effort.

Gifts to the Library: Thanks to sales through the hard work of their staff of some 30 active volunteers, over \$7000 was awarded to mini-grants and scholarships for library staff and programs and \$43,000 was given to KPL in March. They also helped to underwrite the retirement reception for Mary Doud, former Deputy Director. They will also be giving the library a special one-time gift of \$10,000, which means the total funds provided to the library for the year are around \$62,000, an increase of 12% from 2009/10. He added this is the Friends' mission, but the board can rightly regard it as a return on investment and thanked them for their support of the Friends.

In closing, he invited trustees to attend the Annual Meeting of Members.

Disposition: President Godfrey thanked D. Sheldon for the report, the generous gifts to KPL this year, and all volunteers for their service to the Friends. She expressed her appreciation for his stint as Friends' board president and added the KPL board would look forward to working with Dr. Joyce.

D. Reading Together 2011, Including Fine Forgiveness Program

Presentation: Kevin King, Head of Patron Services, reported on the 2011 Reading Together program, first thanking the Friends of the Library for their support of Reading Together again this year. He added it had been an interesting year, particularly with the departure of Lisa Williams, programming specialist, earlier this year. He thanked the many staff members and management team who stepped in to make this a successful venture.

This year there were fewer programs that seemed to feature more interesting and appealing topics – attendance was excellent with over 80 people counted at each event.

We provided a fine forgiveness program that tied in with the major theme of forgiveness in the Tracy Kidder book featured this year, *Strength in What Remains*. Over \$33,000 dollars in fines were forgiven during that period. Many of those fines would never have been collected and it was invaluable to us to be able to clear up our patron records. The number of people who were very happy with this program cannot be measured in dollars; many people whose fines were forgiven paid for lost books after the fines were cleared and others are now using the library again. Although we don't want to offer fine forgiveness often, it was a very positive program and was very good for public relations.

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Discussion: In response to questions from trustees, K. King reported we are beginning the knowledge transfer for adult programming to Karen Santamaria, the new programming specialist in Adult Services. Last year's book selection model was successful and will be used again. The first selection meeting for the 2012 book will occur on May 4 with the goal of selecting the title by the end of summer. As always we will look for ways to partner with other organizations.

L. Godfrey said the forgiveness amount sounds like a lot of money, but in all likelihood we would not have collected it anyway and we were able to clean up our bookkeeping.

Disposition: Trustees appreciated and thanked K. King for the report.

E. Oshtemo Comments

Presentation: Nancy Davis Smith, lead librarian at Oshtemo, welcomed trustees to the Oshtemo Branch Library and thanked the Friends of the Library for helping to dismantle the bookmobile collection by conducting a very successful two-day sale of discarded bookmobile materials.

She reported on a number significant change in the building involving rearrangement and repurposing of furniture and shelving to make the branch more open, welcoming and user-friendly; recent successful programs, and re-carpeting of the most worn areas of the building.

VI. COMMITTEE REPORTS

Finance & Budget Committee

J. Vander Roest: A meeting to review the 2011/12 preliminary budget will occur in May.

Personnel Committee

V. Wright: The committee met regarding the annual director evaluation.

Building Committee

A. Rohrbaugh: No report

Fund Development Committee

L. Godfrey: Reviewed the quarterly fund report.

VII. OTHER BUSINESS

Director's Report

Presentation: The director told the board the annual Party in the Park would take place in Bronson Park on June 1 this year and that they will soon receive invitations to read at the event.

She mentioned an attachment to the director's report of the internal document listing our local partnerships with other agencies/institutions – it is an impressive list.

A grant request developed by the Diversity Committee has been submitted to the Kalamazoo Community Foundation to fund a KPL *Planning and Design Task Force* (PDTF) workshop. The task force would work with staff from ERAC/CE and Crossroads to determine whether we should take the step to form an anti-racism team following the Crossroads model. Without outside funding, this effort would not proceed at this time. If funding is received the work could take up to a year to complete and at that time the board would be consulted.

Discussion: In response to board questions, the director commented on KPL's interest in the LEAN program. K. King is leading our investigation into how this could help us make our operations as efficient as possible. A group recently visited Grand Rapids Public Library to see how it is employed there and came away with enthusiastic ideas of how we could benefit from the program.

L. Godfrey thanked the staffs of IT and FM for shielding the public and staff from disruption as much as possible during the recent planned power outages at Central as part of the power upgrades being done by Consumers Energy.

VIII. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the board.

IX. TRUSTEE COMMENTS

C. Addison reported her friends and their grandchildren really appreciate our library services.

J. Vander Roest noted a family that recently joined the congregation at his church said part of the reason they chose to move to Kalamazoo from Boston was KPL.

V. Wright thanked the Friends for everything they do in support of KPL.

F. Brown mentioned that in the last week three of his acquaintances have downloaded materials to their e-readers at KPL.

L. Godfrey encouraged trustee attendance at the Global Reading Challenge finale and wished the best of luck to everyone running for election on May 3.

XI. ADJOURNMENT

Hearing no objection, President Godfrey reminded trustees Nancy Davis-Smith would provide a tour of the Oshtemo branch following adjournment.

The meeting was adjourned at 5:25 p.m.

Fenner Brown, Secretary